



Department of Case Management and Social Services

Massachusetts Commission for the Deaf and Hard of Hearing

MCDHH is the primary state agency offering services to Deaf, Late Deafened, and Hard of Hearing Citizens in the Commonwealth of Massachusetts. The Department of Case Management and Social services is one of MCDHH's three legally mandated service departments.

Case Managers are:

- Deaf, hard of hearing and hearing social workers, counselors, and other qualified professionals.
- Have many years of experience in counseling, direct service, education and/or health care with Deaf and Hard of Hearing people.
- Are fluent in American Sign Language and English.
- Know the services available in their area.
- Understand the rights of individuals who are Deaf and Hard of Hearing to communication access and opportunities equal to those with hearing.

Case Management services are provided free of charge and information is kept strictly confidential.

What Do Case Manager Do?

- Assess needs of individuals and develop a service plan.
- Provide guidance and support to set goals and make future plans.
- Coordinate service delivery among agencies.
- Make appropriate referrals to agencies and service providers.
- Educate and train agencies regarding communication needs, reasonable accommodations, and hearing loss awareness for clients.
- Advocate on behalf of individuals for more services and better access to services.
- Help clients be aware of their rights and live more independently.

Case Managers Can Connect You To The Following Services:

Housing • Mental Health • Substance Abuse • Coping with Hearing Loss • Legal Issues • Communication • Employment • Health • Education • Finances • Family Needs • Parenting • Domestic Violence • Technology

Specialized Children's Services

Three Children's Specialists provide services to children who are deaf and hard of hearing from birth to young adulthood and to their families. They offer support and

guidance by providing objective information, options, referrals, and assistance in developing education plan.

Who Can Benefit from Case Management Services?

- Individuals who are Deaf and Hard of Hearing, of all ages, and their families who require services from more than one agency and need assistance in getting their service needs met.
- Individuals who are frustrated because they are not able to get services from state agencies, especially due to lack of communication access.
- Individuals who want to live more independently.
- Individuals with legal issues.
- Individuals in hospitals and jails and individuals who are homeless.
- Individuals experiencing a crisis.

Assistive Technology Fund

The Assistive Technology Fund is administered by Case Management. It helps with the purchase of equipment and services, including hearing aids, safety signal systems, communication classes and more.

The **Verizon Telephone Equipment Distribution Program** utilizes Case Management staff to verify applications for the program. It provides TTY's, amplified telephones and signalers at no or reduced cost for eligible individuals.

If you are interested in learning more about Case Management Services, please contact the Case Management Intake Specialist at:

Massachusetts Commission for the Deaf and Hard of Hearing

150 Mount Vernon Street, Fifth Floor
Dorchester, MA 02125
1-800-882-1155 Voice
1-800-530-7570 TTY
617-740-1600 Voice
617-740-1700 TTY

For Regional Services:

Central Regional Office 340 Main Street, Suite 700 Worcester, MA 01608 1-508-755-4084 V/TTY

Western Regional Office Springfield State Office Building 436 Dwight Street, Suite 204 Springfield, MA 01103 1-413-788-6427 T/TTY
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Southeast Regional Office 61 Industrial Park Drive Plymouth, MA 02360 1-508-746-8408 Voice 1-508-746-8350 TTY

Website: www.mass.gov/mcdhh E-Mail: **MCDHH.Office@state.ma.us**